

1155775

Registered provider: Cambian Childcare Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for one young person who may have emotional and/or behavioural difficulties (EBD) and/or learning disabilities (LD)

Inspection date: 21 June 2017

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected good

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 January 2017

Overall judgement at last inspection: Sustained effectiveness

Enforcement action since last inspection

None

Key findings from this inspection

This children's home is good because

- Young people benefit from well-planned, highly individualised care that promotes their needs effectively and contributes to change and improvement in their lives. Young people enjoy living at the home and develop a sense of permanence and belonging.
- Young people benefit from continuity of care and have stability and consistency in their lives. Young people make significant progress across all aspects of their welfare and their physical, social, emotional and behavioural development. They benefit from effective, high-quality support from staff.
- Young people live in a safe, supportive, caring and nurturing environment. Their safety is consistently at the centre of staff practice, irrespective of the challenges that this presents. Young people are kept safe and feel safe.
- Young people enjoy exceptionally good relationships with staff and they sustain their positive attachments. The home maintains highly effective partnerships with the families of young people, social workers, schools and health professionals, to ensure that they benefit from the best possible help and all-round support.
- Young people attend school regularly with good support and encouragement from staff. They enjoy positive and enjoyable activities and show improved social skills and increased self-confidence.
- There are effective arrangements for reviewing and improving the quality of young people’s care. The manager makes good use of the home’s internal and external monitoring activities to secure improvement.

The children’s home’s areas for development

- Significant incidents are reported to the appropriate authorities. However, these should be reported promptly to ensure that concerns are shared quickly with those charged with a duty to protect young people.
- Not all staff have an annual appraisal of their practice to promote their personal and professional development.
- Staff need to ensure that a copy of the young person’s education, health and care plan, once completed, is requested from the placing authority to promote their educational achievement.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/01/2017	Interim	Sustained effectiveness
13/07/2016	Full	Good
22/03/2016	Full	Good

What does the children’s home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children’s Homes (England) Regulations 2015 and the ‘Guide to the children’s homes regulations including the quality standards’. The registered person(s) must comply with the given timescales.

Requirement	Due date
<p>40: Notification of a serious event</p> <p>The registered person must, without delay, notify Ofsted and the relevant placing authority, of any serious event and the actions taken. (Regulation 40(1)(a)(b) and (5))</p>	<p>20/07/2017</p>

Recommendations

- Ensure that staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home’s care. (‘Guide to children’s homes regulations including the quality standards’, page 61, paragraph 13.5)
- Ensure that all relevant plans are obtained from the placing authority. This relates specifically to obtaining a copy of the education, health and care plan from the placing authority. (‘Guide to the children homes regulations including the quality standards’, page 14, paragraph 3.1)

Inspection judgements

Overall experiences and progress of children and young people: good

There have been no new admissions, placement breakdowns, disruptions or failures since the last inspection. The young person that lives at the home makes significant progress, taking into account her individual starting point, across all aspects of her welfare and physical, social, emotional and behavioural development. The young person enjoys exceptionally good relationships with staff and sustains her positive attachments. Staff are positive role models that the young person looks up to and learns from. The young person reported, 'Staff are kind, sweet, generous, respectful, loving and happy people.'

The young person is kept safe and has a strong sense of personal safety. She enjoys living at the home and has developed a sense of permanence and belonging. The young person benefits from continuity of care and has consistency and stability in her life. Staff promote contact for young people and their families. As a result, the young person sustains her close relationships with the people who are most important to her. An independent reviewing officer reported, 'In the time that I have known her, she has come on leaps and bounds and her confidence has grown. During the last 12 months, she has found some sense of stability in her life... She is thriving in her current placement and there is every indication that the placement has made adjustments, so that her specific needs can be met.'

The young person benefits from positive activities at home and in the wider community. She enjoys Zumba classes, pamper nights, cinema, bowling and other various social outings. The young person is a member of the Girl Guides and attends a local girls' group. This enables her to socialise with her peers and develop her sense of identity and gives her opportunities to develop appropriate friendships. The young person reported, 'I enjoy having pet fish and we have discos every Friday. I enjoy decorating the home and helping around the house. My favourite activity would probably be Zumba.'

The young person benefits from well-planned, highly personalised care that promotes her needs effectively and contributes to change and improvement in her life. She enjoys good health and benefits from the support that she needs to be healthy, and she maintains a healthy and active lifestyle. The young person has access to a range of appropriate health services to promote her physical and emotional well-being. The senior nurse for children looked after reported, 'I have known [the young person] since she first moved to the area in October 2015. She had several placement breakdowns before moving to the area and the length of her placement here is evidence of the quality of care and nurturing that she has received. Her challenging behaviour has reduced, the carers have acted on health actions and her physical health has improved. I have observed that she has warm relationships with her carers.'

The young person enjoys school and attends regularly. Staff work closely with teaching staff and attend school with the young person on a daily basis. This ensures that the young person receives the support that she needs to overcome any issues that she may

experience at school. The young person has a personal education plan and a statement of special educational needs. The placing authority is in the process of completing an education, health and care (EHC) plan to promote the young person's specific needs. A teacher reported, 'In terms of her progress and development, the home [has] done a great job with her. They're a fantastic staff team and have her best interests at heart. Most of the time she engages brilliantly at school. In the main, she's doing a great job.'

Staff support the young person to have a say in how the home is run. They involve her in all aspects of her care and ensure that they consult with her in a thoughtful and meaningful way. Consequently, the young person is able to contribute to key decisions and influence the running of the home. The young person knows how to make a complaint and her rights are promoted effectively. There have been no complaints since the last inspection.

The young person benefits from a physically safe, appropriately secure, warm, comfortable and homely environment. She has been actively involved in influencing the furnishing and redecoration of the home. It is clear that the young person has developed a positive sense of ownership and belonging. For example, her photographs take pride of place throughout the home. Her parent reported, 'Very pleased with all staff looking after her and she's happy. They are doing everything they can. Nothing else to improve. My daughter is safe and happy and well looked after. Fantastic carers.'

How well children and young people are helped and protected: good

The safety of young people is consistently at the centre of staff practice, irrespective of the challenges this presents. Staff have an excellent understanding of the young person's specific needs and vulnerabilities and take appropriate action to address them. Risks associated with the young person are well known and understood by staff.

Young people are protected from abuse and all other forms of significant harm. Staff are trained in child protection, so they know how to deal with allegations and to report suspected abuse. Allegations of abuse are handled quickly and professionally to keep young people safe from harm. The home maintains effective partnerships with the police and all other safeguarding agencies to promote the safety and well-being of young people. Staff employed are selected and vetted carefully. This ensures that young people are protected from unsafe and unsuitable people.

Young people become increasingly safe as a result of the actions that staff take to support and protect them. Young people do not offend, take drugs, run away or go missing. The young person's behaviours have improved considerably and there are far fewer incidents of aggressive, unsafe, controlling and manipulative behaviours. The young person's behaviour is managed safely by staff.

The use of consequences for unacceptable behaviour is proportionate, and sanctions are kept to an absolute minimum. Staff use one-to-one sessions effectively to review the young person's presenting needs and behaviour. This helps the young person to understand the impact of her behaviour on herself and others. The young person is

learning to self-regulate her own feelings and behaviour and there have been no incidents of physical restraint. The manager reported, 'She has come a long way and she's becoming a teenager. She's regulating herself as a person and has started to understand what care means and that her carers are here to care for her.'

Significant incidents are reported to appropriate authorities charged with a duty to protect young people. This ensures that the right action is taken by the right professionals to support young people and protect them. However, it was identified that there has been a significant incident that was not reported to Ofsted in a timely manner. Consequently, a requirement is made in respect of this issue.

The effectiveness of leaders and managers: good

The previous manager of the home has left the service to manage another children's home. The former deputy manager has now taken over the responsibility for the day-to-day management of the service. They are currently in the process of applying for their registration with Ofsted and demonstrate effective leadership of the operations of the home.

The manager is supported by a committed and enthusiastic staff group that meets the aims and objectives, as set out in the home's statement of purpose. Staff deliver a high-quality service for young people and can demonstrate the positive impact and difference that they have made to their lives.

The manager consistently has high expectations of staff and ensures that they work collaboratively to secure positive outcomes for young people. The home maintains highly effective partnerships with social workers, schools and other professional agencies, to ensure that young people benefit from the best possible help and all-round support. Staff prioritise the needs of young people and ensure that they benefit from effective, high-quality care and support. Staff champion the needs of young people.

There are effective systems for reviewing and improving the quality of young people's care. The home is visited on a regular basis by an independent professional who scrutinises the performance of the home and the arrangements made to safeguard young people and promote their well-being. This includes access to young people's confidential records for which appropriate consent is in place.

The manager makes good use of the home's internal and external monitoring activities. They have a good understanding of the strengths and weaknesses of the home and take appropriate action to secure improvement. There were no requirements or recommendations from the previous inspection.

Staff are well managed, supported and led. Staff receive regular professional supervision, which focuses on the needs and experiences of young people and takes account of the emotional impact on staff. The standard and quality of supervision are good and appropriate records are maintained to evidence this.

The home is appropriately staffed and resourced to meet the needs of the young person at the home. There are effective systems for staff to reflect on their practice and performance. However, not all staff have had an appraisal of their practice to promote their personal and professional development. Most staff are appropriately qualified and hold a recognised qualification.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

Children's home details

Unique reference number: 1155775

Provision sub-type: Children's home

Registered provider: Cambian Childcare Ltd

Registered provider address: Cambian, Waterfront, Hammersmith Embankment, Chancellors Road, London W6 9RU

Responsible individual: Michael Ore

Registered manager: Post vacant

Inspector

Anthony Kyem, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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